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12/23/03 2163

Attorney's Docket No.: 4704.P020

Patent

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Lurie

Application No. 10/021,877

Filed: 12/14/2001

For: AN APPARATUS AND
METHOD FOR ONLINE ADVICE
CUSTOMER RELATIONSHIP
MANAGEMENT

Examiner: Not yet assigned

Art Unit: 2163

FIRST CLASS CERTIFICATE OF MAILING

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Date Carla Vignola

Commissioner for Patents
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Enclosed is a copy of Information Disclosure Citation Form PTO-1449 or PTO/SB/08 together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO-1449 or PTO/SB/08 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

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X 37 C.F.R. §1.97(b).

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_____ A statement pursuant to 37 C.F.R. §1.97(e) or

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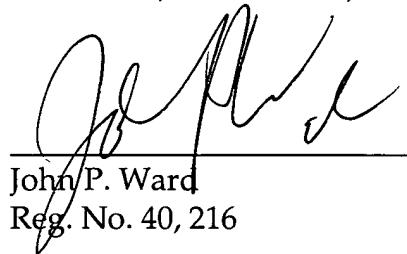
(2) A check for \$180.00 for the fee under 37 C.F.R. §1.17(p) for submission of the Information Disclosure Statement.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 12/2/03


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Substitute for Form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

*Complete if Known*

Application Number	10/021,877
Filing Date	12/14/2001
First Named Inventor:	Lurie
Art Unit	2163
Examiner Name	Not yet assigned

Sheet	1	of	1	Attorney Docket Number	4704.P020
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U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)			
	us-	6,404,864 B1	06-11-2002	Evslin, et al.	
	us-	6,310,941 B1	10-30-2001	Crutcher, et al.	
	us-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
	us-	6,298,056 B1	10-02-2001	Pendse	
	us-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
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	us-	6,144,670	11-07-2000	Sponaugle, et al.	
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	us-	5,453,352	09-26-1995	Tachibana	
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
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